

4.4 TENDER FOR ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (CF2023054: BD)

Responsible Officer: Jarrod Doake

RECOMMENDATION*

That Council:

1. Awards the tender from Kapish Services Pty Ltd for Electronic Document Management System (EDMS), Contract No. 2023054 for a schedule of rates-based contract with an estimated contract value of \$1,450,966 for the initial three-year & two months term and an estimated total contract value of \$6,997,356 inclusive of all available extension options, implementation, cloud hosting services, maintenance & support, product licencing, and professional services.
2. Authorises the Chief Executive Officer or her delegate to execute the contract agreement;
3. Notes that the contract will commence on 01 April 2023, with an initial term of three (3) years & two (2) months and the contract has three (3) separate extension options of three years each and authorises the Chief Executive Officer to approve extension options subject to satisfactory performance; and
4. Notes that the estimated contract costs for each of the extension terms stated above are also subject to an annual increase as per the contract.

(*Please note that all dollar figures are GST Inclusive unless stated otherwise)

INTRODUCTION

Council has conducted a tender for the provision of an Electronic Document Management System (EDMS).

As part of its planning process for this tender, Council Officers considered its procurement options, including whether to go to market itself, participate in regional or sector collaboration or to access established contracts via other compliant Procurement agreements.

Collaboration options were not considered for this document management system solution, as the EDMS solution is required to integrate with numerous software and programs, including EzeScan, Pathway, Aurion, GIS, Trapeze, Confirm, Open Windows and Open Cities. Therefore, a unique solution is required.

To ensure this software solution provides the appropriate functionality, value and cost-effectiveness required by Council, Council engaged an open tender for the purchase of this EDMS.

BACKGROUND

Council currently engages the services of Kapish Services Pty Ltd as the incumbent supplier for the current EDMS. The current EDMS utilises Micro Focus Content Manager software (Version 9.3), a system commonly referred to as EDNA across Council.

Council is required to meet Public Records Office Victoria (PROV) standards and certain other standards to classify a document as a record.

An EDMS is a software application that manages digital information, merging both document management and records management functionality as an integrated system. The system manages and records digital information such as emails, word-processed documents, spreadsheets, images, scanned documents with the additional functionality to digitally record hardcopy mail correspondence and hardcopy historical documentation.

The EDMS enables access to information across the organisation and provides the security, access, version control and audit functionality required for both compliance with Council's information management policies and the PROV standards. EDMS also delivers automated workflows and assigning actions.

Council is seeking to appoint a system supplier with a track record in implementing secure, cloud based EDMS integrated solution into a Local Government environment. The key anticipated benefits of upgrading Council's EDMS include greater security, increased storage space, easier retrieval and management of correspondence and documents, and overall enhancements to increase efficiencies across the organisation.

NOTIFICATION

A public notice was placed in The Age newspaper on Saturday 15 October 2022 and the tender closed on Wednesday 09 November 2022.

TENDERS RECEIVED

Four tender submissions were received by the appointed closing time.
The tenders received are listed below:

- AvePoint AU Pty Ltd
- Kapish Services Pty Ltd
- Redeye Apps Pty Ltd
- Newgen Software Technologies Pty Ltd

TENDER CONFORMANCE

All submissions were assessed for their compliance with the tender conditions including the contractual terms and conditions and the requirements of the response schedules.

Two submissions were deemed non-conforming, these submissions were not evaluated further.

TENDER EVALUATION/DISCUSSION

All members of the evaluation panel signed Conflict of Interest and Confidentiality forms and no conflicts were raised.

The remaining conforming tenderers were assessed in accordance with the evaluation criteria published in the tender documentation:

Pass/Fail Assessment Criteria	Score
Quality and OH&S Systems	<i>Pass/Fail</i>
Mandatory Insurances	<i>Pass/Fail</i>
Software Integration requirements	<i>Pass/Fail</i>
Functional Requirements	<i>Pass/Fail</i>
Non-Functional Requirements	<i>Pass/Fail</i>
Proven track record in implementing Electronic Document Records Management System in local government.	<i>Pass/Fail</i>

The remaining conforming submissions were reviewed by the evaluation panel using the following Key Selection Criteria.

The following information supports the evaluation panel's recommendations.

Table 2	Key Selection Criteria	Criteria Weightings
Qualitative Criteria	Capacity and Capability	30%
	Sustainability	10%
Quantitative Criteria	Price	60%

The final evaluation ranking (including the price and non-price evaluation criteria) had Kapish Services Pty Ltd ranked highest and as such, the evaluation panel recommends Kapish Services Pty Ltd as representing the best value outcome for Council.

FINANCIAL IMPLICATIONS

The anticipated expenditure for the initial contract term is \$1,330,966 (GST inclusive), and the estimated total contract value is \$6,997,356 (GST inclusive) inclusive of all available extension options. Project Implementation & Year 1 Licensing costs have been budgeted for in Transformation and Innovation's capital budget for the financial year 2022/2023 along with a budget bid for the 2023/24 financial year. Future operating budgets will be adjusted as required.

CONCLUSION

That Council approves the recommendations contained within this report.